



# Tapestry of Community

2023 ANNUAL REPORT



# A Tapestry of Community

In this report, we embark on a journey through the Champlain Valley, immersing ourselves in the interconnectedness of CVOEO's programs and services.

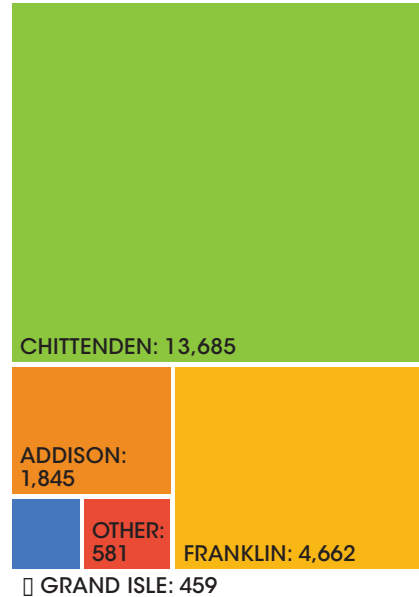
Through the lens of three in-depth stories, we witness firsthand the impact of CVOEO's work on the lives of our neighbors. Each story, or community thread, serves as a testament to the power of community and place in fostering resilience, supporting individuals, and strengthening our collective well-being.

Interspersed throughout these narratives, we also delve into program data, providing a comprehensive overview of CVOEO's diverse range of services. The data sheds light on the breadth and depth of CVOEO's 10 distinct yet interconnected programs.

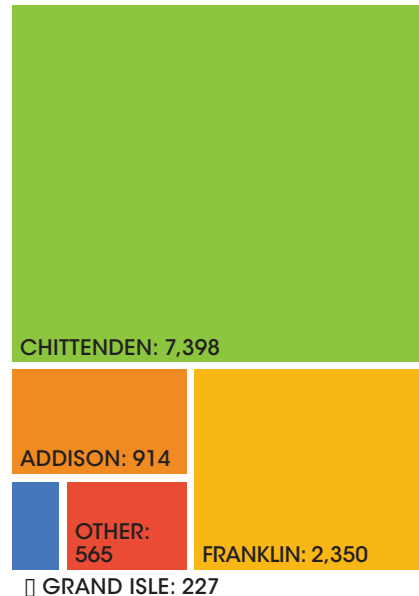
**Join us and explore the transformative power of community, the unwavering resilience of our neighbors, and the steadfast dedication of CVOEO staff and volunteers as they work to empower individuals and strengthen our communities throughout the Champlain Valley and beyond.**

*On the cover:  
Richard, Cynthia, and their dog, Bentley.*

## 21,232 INDIVIDUALS SERVED



## 11,454 HOUSEHOLDS SERVED



### Dear Friends,

This year's annual report is filled with compelling data-driven insights that paint a vivid picture of our impact on the communities we serve. Yet, data alone cannot fully capture the essence of our work. It cannot convey the raw emotions that resonate through a survivor's call to our Voices Against Violence program at 2 am. It cannot express the relief that washes over a mother and child seeking refuge from the elements at our Samaritan House shelter in St. Albans.

Numbers fade when we witness a non-verbal child light up with understanding at a new word in our Head Start classroom. The statistics become secondary when we see the gratitude beaming from a mother's eyes as our Feeding Chittenden chef and the Community Resource Center team offer a warm breakfast and a welcoming smile to her and her homeless child. So, it's those stories we'll tell in this report.

Throughout this report, we invite you to immerse yourself in the journeys of individuals and families in Burlington, Middlebury, and St. Albans. Witness firsthand how our programs, fueled by passionate staff and volunteers and woven together with trusted community partners,

ignite resilience, spark opportunity, and lift lives. Be inspired by the transformative power of these stories and see how they become a tapestry of positive change, strengthening the very fabric of our communities.

**This, then, is the true heart of CVOEO. Our mission, and our privilege, is to find the invisible threads that connect us all, and weave them into a tapestry of community, where every individual, regardless of their background or story, is welcomed with open arms.**

Our 10 programs are not merely numbers on a page; they are open doors to support, guidance, and a sense of shared humanity. Each program represents a commitment to listen, to understand, and to offer whatever resources we can. This commitment, your commitment, gives us the ability to rapidly adjust and grow with new programs and services to meet the needs of our community.

Over the past two years, due to the rise in homelessness in Vermont and across the country, CVOEO opened a community resource center for food, supplies, and services in Burlington. We created an outreach team to bring food, supplies, and services to people

who are unsheltered, as well as integrated the Samaritan House shelter, Franklin County's only homeless shelter, into CVOEO so it can stabilize, grow, and continue as an important asset for the region. We added the statewide HOME Program, a rapid rehousing program aimed to solve homelessness in Vermont, that will house over 200 families with children experiencing homelessness. We provided services and food to the Elmwood Community Emergency Shelter, and as of October 2023, we integrated the Champlain Inn Shelter into CVOEO to further support our community. Moving forward, we will administer an extreme cold weather shelter in Chittenden County whenever a national weather emergency is enacted to ensure our community is safe during dangerous weather events.

We know that extreme weather events disproportionately impact low-income communities and especially mobile home residents. This summer's storms caused devastating floods in our mobile home parks, displacing families, and leaving homes ruined. CVOEO's Mobile Home Project staff worked tirelessly across Vermont to provide funds for essential needs and to connect people to

emergency services and longer-term support. This past year, too, Vermont witnessed a surge in asylum seekers fleeing violence and oppression. This placed immense pressure on existing support networks. Recognizing this critical need, CVOEO stepped up as the lead agency for the Agency of Human Services, playing a pivotal role in channeling vital resources to Vermont's asylum seeker organizations.

This is the essence of our story at CVOEO – a story of community, woven together by dedicated individuals, like you, who have embraced the responsibility of strengthening the bonds that hold us together. Bonds that lift us up when we respond during a crisis and bonds that lengthen out and tie us to the future as we move people toward economic independence.

We are deeply grateful for your support. You, our team, and our partners are the hands that mend the frayed threads and bind us in a vibrant tapestry of connection. Together, we forge a future where no one is left alone, where every voice is heard, and where community thrives.

*Paul Dragon*

Paul Dragon



# Community Action Network

CVOEO's Community Action Network includes three offices in Burlington, Middlebury, and St. Albans. Community Action staff provide a variety of services to people throughout the Champlain Valley, including housing financial assistance, housing services coordination, heat and utilities assistance, Volunteer Income Tax Assistance (VITA) and preparation, 3SquaresVT, and Farm to Family Coupons.

## The Numbers

### ADDISON COMMUNITY ACTION

#### Heat & Utility Assistance

##### Crisis Fuel

Individuals served .....	219
Households served .....	95
Amount dispersed .....	\$58,281

#### Warmth Support Program

Individuals served .....	192
Households served .....	86
Amount dispersed .....	\$25,660

#### Housing Financial Assistance

Individuals served .....	88
Households served .....	40

#### Housing Services Coordination

Individuals served .....	35
Households served .....	17

#### Addison Community Action Food Shelf

Individuals served .....	854
Households served .....	423
Pounds of food distributed .....	43,382
Cost of food purchased .....	\$34,940

#### VITA

Tax returns completed .....	118
Tax returns accepted .....	105
Tax credits and refunds .....	\$156,206



### CHITTENDEN COMMUNITY ACTION

#### Heat & Utility Assistance

##### Crisis Fuel

Individuals served .....	1,355
Households served .....	570
Amount dispersed .....	\$312,445

##### Warmth Support Program

Individuals served .....	1,160
Households served .....	484
Amount dispersed .....	\$103,142

#### Housing Financial Assistance

Individuals served .....	941
Households served .....	418

#### Housing Services Coordination

Individuals served .....	250
Households served .....	170

#### VITA

Tax returns completed .....	1,461
Tax returns accepted .....	1,412
Tax credits and refunds .....	\$3,229,834

### FRANKLIN & GRAND ISLE COMMUNITY ACTION

#### Heat & Utility Assistance

##### Crisis Fuel

Individuals served .....	924
Households served .....	365
Dollar amount dispersed .....	\$230,113

##### Warmth Support Program

Individuals served .....	926
Households served .....	375
Dollar amount dispersed .....	\$102,746

#### Housing Financial Assistance

Individuals served .....	371
Households served .....	163

#### Housing Services Coordination

Individuals served .....	250
Households served .....	154

#### NorthWest Family Foods

Individuals served .....	2,725
Households served .....	1,353
Pounds of food distributed .....	295,622
Cost of food purchased .....	\$26,785

#### VITA

Tax returns completed .....	215
Tax returns accepted .....	208
Tax credits and refunds .....	\$439,323

# Community Action Network

## Meeting people where they are.

In addition to the Community Action services and programs outlined on the previous pages, Community Action Network staff also conduct community-based outreach and provide support to people experiencing homelessness and other community members in need.

### The Numbers

#### COMMUNITY OUTREACH & RESOURCE ADVOCACY (CORA)

Staff connect clients to case management, provide interim case management, support people amid mental health crises, help people access warm shelter, and bring food and other essential items directly to people.

Locations visited (13 towns) ..... 178  
 Individuals served ..... 703  
 Individual visits ..... 780

#### COMMUNITY RESOURCE CENTER

Staff provide support at a daytime warming and resource center located at Feeding Chittenden in Burlington. Services include meals and hot drinks, snacks, clothing, computer and phone access, support to access public benefits, and safe recovery information.

Individuals served ..... 2,702  
 Individual visits ..... 25,971  
 Meals served ..... 44,989  
 Average individual visits per day... 108  
 CORA Truck individual visits ..... 104

#### COORDINATED ENTRY

Staff help those experiencing homelessness (or those at imminent risk of becoming unhoused) find permanent housing and get connected to support and resources.

Individuals served ..... 1,609  
 Households served ..... 1,213  
 Individuals housed ..... 398  
 Households housed ..... 266



# Feeding Chittenden

Feeding Chittenden is committed to providing food for everyone, creating community, and cultivating opportunities. As the largest direct service emergency food provider in Vermont, Feeding Chittenden serves people in Addison, Chittenden, Franklin, and Grand Isle Counties through expanded partnerships and comprehensive services that include deliveries, culinary job training, meal production, an online market, a food shelf, and the Good Food Truck.

In an effort to reach more people experiencing hunger in the Champlain Valley, Feeding Chittenden has spearheaded the Food Access Network in collaboration with a network of external community partners as well as CVOEO's Head Start, Addison Community Action Food Shelf, and NorthWest Family Foods. Last year, the Food Access Network launched an online ordering system, increased food deliveries and satellite food access sites, and reduced food waste while minimizing stigma associated with traditional food shelves.

### The Numbers

Individuals served ..... 8,532  
 Households served ..... 4,485  
 Pounds of food distributed ..... 2,000,000  
 Community Kitchen Academy graduates ..... 6  
 Meals served ..... 152,540



## COMMUNITY THREAD: The Struggle to Eat

### Burlington, VT

Burlington residents Richard and Cynthia go to great lengths to source the food, shelter, clothing, medical attention, and emergency support they need. Living on a limited, fixed income is a challenge, even with a network of social services surrounding them. It takes energy, effort, and ingenuity to live comfortably.

Richard and Cynthia are a newly engaged, older couple living in an affordable housing unit. The pair visit the food shelf at Feeding Chittenden because it is the only way for them to get groceries that accommodate their medically prescribed diets.

**“I have a lot of medical issues and so my diet is restricted, which makes it so much tougher. Food is so expensive right now – as a diabetic, trying to eat healthy food is almost impossible.”**

They struggle to afford food, rent, clothing, and other necessities with the increase in prices. Cynthia says she has been “learning to adapt and cope,” but it hasn’t been easy. With her limited income, she hasn’t been able to get the dental work she needs, and since her gluten-free meals have doubled in price, she has been eating baked potatoes to give her energy and fill her stomach instead. Cynthia says, “it’s a scary time for seniors like us.”

Far too many people must choose between a full stomach and expensive medications. Richard shared that he “didn’t take my diabetic medication for two years because the co-pays and going to the doctors was too expensive.” Growing up in a low-income household of 13, Richard learned at a young age how to stretch food, and still uses strategies he saw his mom use, such as adding water to spaghetti sauce, to have enough to feed everyone at the table. Richard calls it, “the struggle to eat.”

Richard and Cynthia often make the 30-minute walk from their apartment to Feeding Chittenden for a hot breakfast at the Community Resource Center and to stock up on the groceries they need. Richard first went to CVOEO twenty years ago for help paying his electric bill. Over his lifetime, there have been times his income



was not enough to make ends meet, even while holding a job. To avoid getting his heat shut off or being evicted from his apartment, CVOEO was able to help bridge the gap and keep his family warm and housed. Richard says,

**“CVOEO can point people in the direction that they need to go.”**

Cynthia is newer to the area, having moved to Burlington in 2020. She experienced a lot of trauma in her past and was homeless, living in a motel, before her caseworker found her a place in Burlington. When she moved, she had nothing but a suitcase with some clothes in it. CVOEO helped her buy furniture for her apartment and access the services she needed.

Together, Richard and Cynthia work hard to live comfortably on their

fixed income. They walk or take the bus, buy things secondhand, and travel as far as Montpelier to find affordable vet care for their dog Bentley. They both appreciate how fortunate they are to be mobile, as many of their neighbors cannot walk all the way to Feeding Chittenden – some are not mobile enough to even leave the apartment building. Richard brings extra food back with him so that food is available for anyone in need. Cynthia shares, “we are comfortable, but it takes a lot of work to make that happen.”

In 2024, the couple hopes to start saving and putting money away so that they can afford a small car. Richard says, “we want to go away together, take a trip, go to the ocean.” Thanks to the support they’ve received from CVOEO over the years, they believe they can make this dream a reality.



# Financial Futures Programs

Financial Futures Programs provide valuable resources to clients as they work towards their personal financial goals. Professionally trained staff members support clients through Financial Futures Programs' three distinct programs: Micro Business Development, Personal Finance, and Financial Energy Coaching (GreenSavingSmart). All programs are available at no cost to adults earning low-to-moderate incomes, and clients learn skills through virtual and in-person classes, one-on-one coaching, intimate Financial House Gatherings, and more.



## The Numbers

<b>Individuals Served</b>	
Addison County .....	31
Chittenden County .....	475
Franklin & Grand Isle Counties .....	125
Other .....	34
<b>Households Served</b>	
Addison County .....	16
Chittenden County .....	281
Franklin & Grand Isle Counties .....	57
Other .....	31
<b>Finance &amp; Business Development Classes/Workshops</b>	
Financial literacy .....	61
Micro Business Development .....	10
Digital literacy for business owners .....	28
Community Kitchen Academy (taught by Micro Business Development coaches) .....	12
<b>Counseling Sessions</b>	
Financial literacy .....	46
GreenSavingSmart .....	28
Micro Business .....	882
<b>Micro Business Development</b>	
Support for finding, applying, and receiving grants and loans to start, sustain, or expand a small business.	
Individuals served .....	31
Dollar amount dispersed .....	\$178,317
<b>Small Business Grants</b>	
(for businesses run by New Americans)	
Grants .....	5
Dollar amount dispersed .....	\$71,165
Financial House Gatherings for New Americans .....	28

# Champlain Valley Head Start

Champlain Valley Head Start provides comprehensive services for pregnant people, children from birth to age five, and their families throughout Addison, Chittenden, Franklin, and Grand Isle Counties. Services for children promote school readiness, and include early education, health, nutrition, mental health, and recourses for children with special needs. Programs for parents promote family engagement and include parent leadership and social service support.



## The Numbers

<b>HEAD START</b>	
Total families .....	218
Total children .....	242
<b>Addison County</b>	
Families .....	29
Children .....	35
<b>Chittenden County</b>	
Families .....	156
Children .....	166
<b>Franklin &amp; Grand Isle Counties</b>	
Families .....	33
Children .....	41
<b>EARLY HEAD START</b>	
Total families .....	153
Total children .....	186
<b>Addison County</b>	
Families .....	33
Children .....	39
<b>Chittenden County</b>	
Families .....	84
Children .....	105
<b>Franklin &amp; Grand Isle Counties</b>	
Families .....	36
Children .....	42
<b>HOME VISITING PROGRAM</b>	
Total participants .....	155
Total home visits .....	1,390
<b>Addison County</b>	
Participants .....	33
Home visits .....	353
<b>Chittenden County</b>	
Participants .....	73
Home visits .....	585
<b>Franklin &amp; Grand Isle Counties</b>	
Participants .....	49
Home visits .....	452
Average of 4 year old preschoolers meeting/exceeding expectations for kindergarten readiness .....	80%
(78% social emotional, 84% physical, 84% language, 78% cognitive, 77% literacy, 74% math)	

## COMMUNITY THREAD: Meeting People Where They Are

### Middlebury, VT

Ashley is a single mother of two young children. Her family has been a part of the Addison County community for generations. Her children will attend the same school that she went to, and that her father went to. She loves her town, and though times have been tough, she is taking care of her family and making ends meet through her ingenuity, hard work, and the help of CVOEO programs.

For the last three years, Ashley has worked with Champlain Valley Head Start. The program provides support for pregnant people, children from birth to age five, and their families throughout Northwestern Vermont. It was

through this experience that Ashley connected with other resources including the Addison Community Action Food Shelf, Feeding Chittenden's Food Access Network, and Addison Community Action.

Ashley's son attended preschool at Head Start and her younger daughter is currently enrolled in the Early Head Start program.

**"I love the Head Start program, they have helped get my kids where they need to be before they move forward, and they love going to school."**

Head Start is partnering with our Food Access Network to meet people where they are with more healthy food.

The Food Access Network is helping Vermonters in rural areas and those who struggle to get to the food shelf through an online ordering system, partnerships with schools and healthcare providers, healthy and culturally relevant foods, and convenient delivery options. Ashley orders the groceries that her family needs online, and Food Access Coordinators deliver hand-packed boxes of food directly to Head Start, where Ashley can easily pick it up at the same time she picks up her children – saving her the gas money and time that an extra trip to town would take.

Shopping for groceries has been hard for her family. The increase in the price of food and the loss of 3SquaresVT funds have forced her to make changes in how she shops.

**"My biggest problem is that my kids are big eaters. They're not little babies anymore, they're growing kids. We are trying to take away the junk food and put in more fresh fruits and vegetables, but it's so much more expensive. It's hard and so frustrating because everything people tell you is to eat more healthy foods, but when you look at society, a bag of chips is a lot cheaper than any fruit."**



Ashley supplements her Food Access Network orders with the variety of foods available at the Addison Community Action Food Shelf. When her family needed emergency help paying bills, Addison Community Action was there to assist them. Ashley and her neighbors can visit Addison Community Action any weekday to get support applying for Weatherization services, receive guidance with finances, resources for tenant's rights and responsibilities, information about fuel assistance, and so much more.

Ashley has been resourceful in navigating financial hardship. She has been a fierce advocate for her children over the years as they have faced medical challenges, and she has stepped up as a caregiver for other family members in need. She is so grateful for the support she receives through CVOEO and she continues to work hard for a happy, healthy future for her family.





# Housing Advocacy Programs

CVOEO’s statewide Housing Advocacy Programs (HAP) serve renters, mobile home residents, and people experiencing discrimination, and partner with housing and service providers, municipal officials, and other organizations to promote inclusive, affordable housing for all. Program services and activities are designed to build individual and community knowledge, confidence, and agency in rental housing and mobile home law, fair housing legal protections, strategies for finding and maintaining rental housing, and community engagement.



## The Numbers

### VT FAIR HOUSING PROJECT

**Fair housing consults**  
Individuals served..... 187

**Workshops**  
Individual participants..... 407  
(community members, municipal officials, and housing and service providers)

**Fair Housing Month**  
Participants in virtual workshops, community conversations via Zoom, Fair Housing Friday discussions, art projects, and other events ..... 1,263  
Activities hosted for Fair Housing Month  
Libraries ..... 12  
Housing sites ..... 15  
Community sites ..... 7

**VT TENANTS**  
Households served via hotline..... 958  
Individual consults via hotline ..... 1,724

Participants in classes for renters and Know Your Rights workshops..... 427

Households that received housing navigation services..... 74

**VT MOBILE HOME PROJECT**  
Households served via hotline..... 181  
Individual consults via hotline ..... 525  
Mobile parks assisted..... 14  
Mobile park activities ..... 31  
Residents contacted ..... 181

**HOME FAMILY VOUCHER PROGRAM**  
Households experiencing homelessness served..... 227  
Vouchers approved ..... 172  
Households who secured housing..... 48

# Samaritan House/Tim’s House



Samaritan House provides emergency shelter and support services to people experiencing homelessness in Franklin and Grand Isle Counties. Located in St. Albans, the program offers emergency shelter through Tim’s House, case management services, as well as quality care to people experiencing homelessness.

This year, Samaritan House began transforming Tim’s House to provide a more dignified and supportive environment. Recognizing the increasing duration of shelter stays, this initiative replaces shared bedrooms with individual rooms, offering each guest a private

space to foster dignity, privacy, and a sense of healing during their journey out of homelessness.

## The Numbers

Individuals served ..... 72  
Occupied bed nights in shelter (open all year) ..... 5,619

Of the **15 individuals** who moved to permanent housing in this period, the average length of stay was **118 days**. The median length of stay for that group was close to the average at **102 days**.

Among all shelter guests, the average length of stay was **65 days** with a median stay of **44 days** and a long stay of **294 days**.

# Office of Racial Equity & Community Inclusion

The Office of Racial Equity & Community Inclusion (ORECI) facilitates regular trainings for CVOEO staff on topics including racism, bystander intervention, motivational interviewing, and more. ORECI creates tangible progress and organizational development to advance racial justice at CVOEO and engages in initiatives statewide to influence policy and advance racial justice.

As of July 1, 2023, this program expanded from the Racial Equity Office to become ORECI, and now includes the Community Ambassadors Program, formerly a part of CVOEO's Financial Futures Programs.

CVOEO's Community Ambassadors team, comprised of bi-/multi-lingual and trusted New American community members, provide interpretation and translation services and respond to hotline calls from community members seeking service referrals to CVOEO's programs. They also host resource navigation gatherings, formerly called house parties, where they share important news and information about the resources available at CVOEO and collect



community members' insight on better ways they can access our services.

Community Ambassadors are also available to lead special projects from partner organizations upon request.

## The Numbers

### Community Ambassadors Program

Individuals employed .....	7
Individual consults .....	8
Hotline calls .....	321
Resource navigation gatherings ....	12

### Translation & Interpretation Services

Individual requests .....	69
Services completed .....	55
(40 at CVOEO; 15 at partnering organizations)	

### Staff Resources

Diversity training sessions.....	11
Participants per session (average)...	44
Racial Equity Committee members...	26

## Karibu Cultural Celebration

The 2023 Karibu Cultural Celebration was held on Saturday, October 21 at The University of Vermont's Fleming Museum of Art. The event was attended by more than 185 community members and raised over \$27,000 to support the CVOEO Asylum Seekers Assistance Program, which provides asylees with emergency funds to purchase essential items, including personal hygiene supplies, diapers, food, and medicine.

## Crystal Family New Hope Award

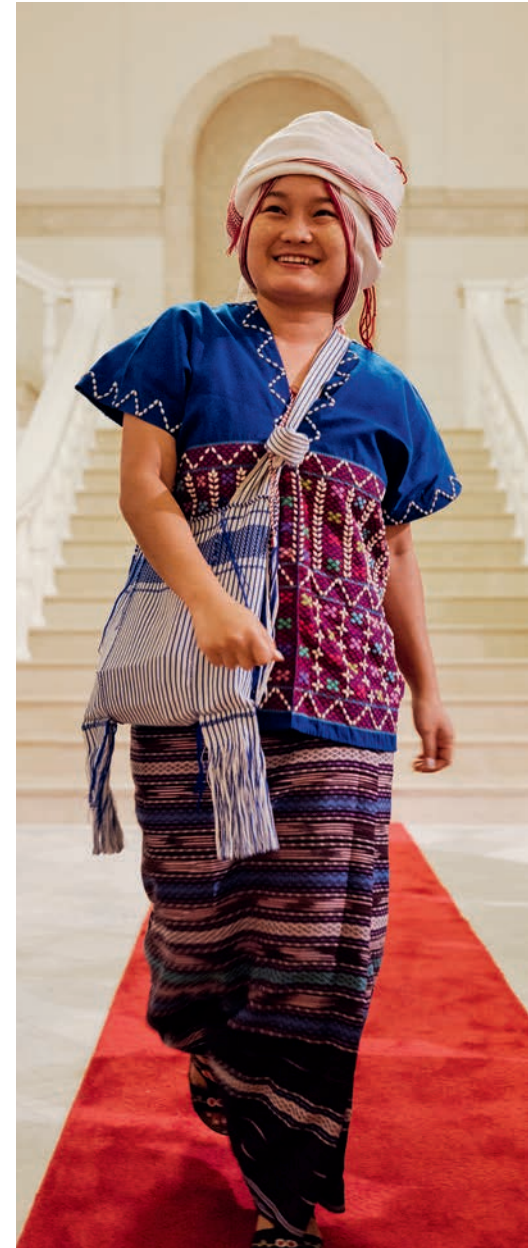
The 2023 Karibu Cultural Celebration also featured the Crystal Family New Hope Award Presentation Ceremony, honoring the 2023 winners, Lorena Neironi Rossi and Jeetan Khadka. Through the generous support of the Crystal Family, the New Hope Award was established in 2017 to recognize two New Americans for their contributions, accomplishments, and potential within the community. Each recipient of the award receives a \$1,000 gift.



Lorena Neironi Rossi



Jeetan Khadka



# Voices Against Violence/Laurie's House

Voices Against Violence works towards the elimination of domestic and sexual violence and stalking through direct service, education, and systems change. In addition to its day-to-day work helping survivors seek safety and support, Voices Against Violence's mission includes longer-term efforts connected to prevention, transformative justice, racial equity, and community change. Central to this work is the Laurie's House emergency shelter in St. Albans, which remains a critical community asset that provides safety, hope, and healing for our neighbors in need.

## The Numbers

<b>Victims/survivors served</b>	
Adults.....	426
Children .....	46
Total nights in shelter.....	5,871
(reflects the stays for 92 people)	
<b>Victims/survivors served in transitional housing</b>	
Adults.....	6
Children .....	4
Calls received for shelter that were not accommodated due to capacity .....	
	72
Hotline, web chats, text, e-mails, and calls.....	
	2,056



# Champlain Valley Weatherization



Champlain Valley Weatherization helps low-income Vermonters make improvements to their homes to promote energy efficiency, comfort, and savings on their energy bills.

In addition, the program supports safety, efficiency, and effectiveness of home heating systems, lighting and appliance upgrades (where applicable) through a partnership with Efficiency Vermont, and connects people with renovation construction services.

## The Numbers

<b>Household units</b>	
Apartment (mobile home, or a single-family home) who received weatherization services/energy efficiency improvements	
Household units .....	127
Single family household units.....	102
Multi-unit households (2-4 units).....	12
Individual units serviced within the 12 multi-unit households .....	
	25
Households who previously received fuel assistance (58%) .....	
	73
<b>Estimated average annual savings</b>	
Oil (gallons).....	215.81
Propane (gallons).....	145.93
Kerosene (gallons).....	230.74
Natural gas (CCF) .....	24,594.13
Wood (cords) .....	1.17
Pellets (tons).....	0.87
Electricity (kWh) .....	794.84

## COMMUNITY THREAD: You Are Not Alone

### St. Albans, VT

Jessica grew up in Franklin County and lives and works in St. Albans. So much for Jessica changed after she gave birth to her daughter in late 2019. For years she was in a cycle of emotional abuse, physical abuse, and manipulation with her daughter's father.

**"Truthfully, if it had just been me, I probably would still be in that bad relationship. I grew up witnessing domestic violence and that was kind of socially acceptable, but hush hush. I do not ever want my daughter to see that and think that it is okay."**

CVOEO's Voices Against Violence team addresses domestic violence and sexual harm through crisis intervention, support, and advocacy services. Its staff supported Jessica through years of emotionally distressing and technically complex legal battles.

Jessica shared, "I wanted someone to validate and believe me, be at court with me, and navigate what things were. The language is confusing – the terminology used in the courts is not victim-centered and so it is hard for someone in court who is already experiencing distress to navigate something that is additionally stressful." Voices Against Violence helped Jessica afford security cameras for her house, get connected with an attorney, and offered ongoing support as new situations arose.

**"I pushed everything away for a really long time because I wasn't ready, but when I was, everyone was still there, they helped me have control over my situation. It was so helpful to have that support and not have to navigate it by myself."**

Jessica now works as an advocate for folks of all different backgrounds in the criminal justice system, including victims of domestic abuse and those causing harm. "It is everywhere right now, so many people are struggling with addiction, abusive relationships, homelessness." Her work centers around helping people move forward in a restorative way.

Every day at work, Jessica connects those she works with to other CVOEO services in Franklin and



Grand Isle Counties. She shares, "I work with people who have been arrested for stealing food – I tell them to go to NorthWest Family Foods and connect with Community Action." NorthWest Family Foods, one of CVOEO's three food shelves, has a welcoming market where people can shop for free groceries, including fresh fruits and vegetables, dairy products, meat, and pantry staples. Along with food, those in need can find clothes and household items, and talk to a Franklin & Grand Isle Community Action staff member who can help them apply for 3SquaresVT, get financial assistance and housing case management, receive free tax preparation, and learn about home heating and utility assistance.

Jessica also works with unhoused individuals who are receiving shelter and services through Samaritan House. The Samaritan House, which includes Tim's House Emergency Shelter, empowers people experiencing homelessness to access safe housing and support.

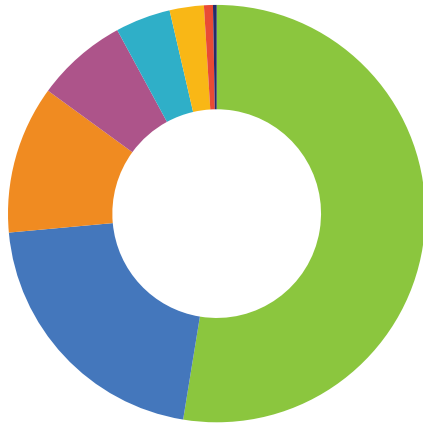
CVOEO's advocates, like Jessica, work passionately to connect those in need with services that can help them. She shares, "I'm trying to normalize things that should feel normal." CVOEO supports people and families experiencing poverty by meeting folks where they are in life with comprehensive and accessible services.

Without CVOEO's services and advocates, Jessica shares, "there would truly be lives lost. That is the reality here in Franklin and Grand Isle Counties."



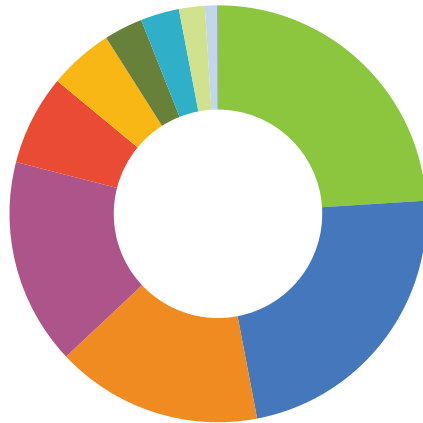
# Financials

October 1, 2022 to September 30, 2023



**\$29,299,198**  
**TOTAL REVENUE 2023**

■ Federal Grants .....	<b>53%</b>
■ State Grants .....	<b>21%</b>
■ In Kind.....	<b>11%</b>
■ Donations.....	<b>7%</b>
■ Foundation/Private Org. Grants ...	<b>4%</b>
■ Program Income/ Fee for Service/Other .....	<b>3%</b>
■ United Way.....	<b>0.7%</b>
■ Local .....	<b>0.3%</b>



**\$28,810,036**  
**TOTAL EXPENSES 2023**

■ Champlain Valley Head Start....	<b>24%</b>
■ Community Action Network.....	<b>23%</b>
■ Weatherization.....	<b>16%</b>
■ Feeding Chittenden.....	<b>16%</b>
■ Admin & General Expenses .....	<b>7%</b>
■ Voices Against Violence/ Laurie's House .....	<b>5%</b>
■ Housing Advocacy Programs .....	<b>3%</b>
■ Samaritan House/Tim's House.....	<b>3%</b>
■ Financial Futures Programs .....	<b>2%</b>
■ VCAP.....	<b>0.4%</b>
■ Office of Racial Equity & Community Inclusion.....	<b>0.1%</b>

# Ways to Give

## Volunteer

Dedicated volunteers work in tandem with staff to help meet community needs. You can volunteer as an individual, business, or family.

## Make a Donation

Whether one-time or recurring, your gift will make a real difference in the lives of the Vermonters we serve.

## Leave a Legacy...with Planned Giving

You can make an impact for years to come when you include CVOEO in your estate planning.

To leave a gift to CVOEO, consider using the following language in your will: "I give and bequeath unto CVOEO, tax ID #03-0216837, \_\_\_% of the rest, residue, and remainder of my estate to be used for general charitable purposes." You can also make CVOEO a beneficiary of your retirement account, life insurance, and other assets.

## Donate Stock

When you donate securities held longer than one year, you may be able to avoid paying capital gains taxes and receive a charitable deduction for the full market value of the stock. Discuss with your Financial Advisor the options that are best for you.

## In-Kind

Many of CVOEO's programs rely on in-kind support from our community. We often seek new or like-new clothing items, unopened food, baby clothes, toiletries, and more.

Questions? Contact Jason Rouse, Director of Philanthropy & Communications at 802-862-2771 ext. 744 or email at [jrouse@cvoeo.org](mailto:jrouse@cvoeo.org).

Learn more: [cvoeo.org/support-our-work](https://cvoeo.org/support-our-work)



## Board Members

Lesli Blount  
Chittenden County

Wendy Bova  
Franklin & Grand Isle Counties

Brian Cina  
Chittenden County

Jon Crystal, Vice President  
Addison County

Cody Fiala, President  
Franklin & Grand Isle Counties

Aden Haji  
Chittenden County

Elizabeth Madigan  
Chittenden County

Colleen Noni  
Chittenden County

Nakuma Palkzewski  
Franklin & Grand Isle Counties

Anne Rosenblum, Secretary  
Chittenden County

Andrea Treadway  
Addison County

## Administrative Leadership

Matt D'Agostino  
*Chief Financial Officer*

Stephanie Davison  
*Director of Quality Improvement*

Virginie Diambou  
*Director of Office of Racial Equity & Community Inclusion*

Paul Dragon  
*Executive Director*

Kevin Lomedico  
*Controller*

Carol Paul  
*Deputy Director*

Jason Rouse  
*Director of Philanthropy & Communications*

Terri Terreri  
*Director of Human Resources*

## Program Leadership

Linda Amante  
*Associate Director*  
Chittenden Community Action

Erin Davis  
*Associate Director*  
Samaritan House

Dwight DeCoster  
*Director*  
Champlain Valley Weatherization

Mark Demers  
*Associate Director*  
Addison Community Action

Christine Gilliam  
*Associate Director*  
Champlain Valley Head Start

Rachel Goldstein  
*Director*  
Financial Futures Programs

Jess Graff  
*Associate Director*  
Franklin/Grand Isle Community Action

Sandra Graves  
*Director*  
Champlain Valley Head Start

Jess Hyman  
*Associate Director*  
Housing Advocacy Programs

Ben Kaufmann  
*Director*  
Samaritan House

Sandrine Kibuey  
*Director*  
Housing Advocacy Programs

Kris Lukens  
*Director*  
Voices Against Violence/Laurie's House

Rob Meehan  
*Director*  
Feeding Chittenden

Travis Poulin  
*Director*  
Community Action Network



## Franklin & Grand Isle Advisory Committee

CVOEO's Franklin and Grand Isle Advisory Committee is a group of community members that support the organization's mission to address fundamental issues of economic, social, racial, and environmental justice. As advocates for CVOEO's work in Franklin and Grand Isle Counties, members of the Advisory Committee provide support and guidance for fundraising activities and help to make strategic community connections that increase CVOEO's visibility and impact.

### Members

Jonathan Billings  
Cody Fiala  
Marian Fritz  
Pastor Preston Fuller  
Bridget Higdon  
Jan Johnson  
Pam McCarthy  
Nakuma Palkzewski  
Kevin Parish  
Melinda White

## Feeding Chittenden Ambassador Committee

The Feeding Chittenden Ambassador Committee is a group of committed individuals who strive to make a difference and promote hunger relief efforts. Members are professionals from a diverse range of private, public, and nonprofit organizations who are passionate about growing their networks and making an impact on the lives of marginalized, underserved Vermonters. Their mission is to raise awareness about hunger in our community, assist in fundraising for the organization, and connect individuals and organizations with Feeding Chittenden to make a positive impact on the lives of food-insecure Vermonters.

### Members

Tim Fortune  
Steve Gentile  
A.J. LaRosa  
Deb Light  
Karen Lougee  
Tom Messner  
Beth Warren



Champlain Valley Office of Economic Opportunity

255 South Champlain Street, Burlington, VT 05401 | 802 862 2771 | [cvoeo.org](http://cvoeo.org)

